



**You're Invited
to a Special Event!**

***It's crazy out there!
With all the change and
uncertainty, it's hard to keep
people motivated and get
peak performance!
Learn secrets to managing
change, reducing resistance
and getting buy-in even when
YOU are uncertain of the
future!***

Leading in Times of Change

**HOW TO LEAD, COACH, AND MANAGE
PEOPLE DURING TIMES OF CHANGE AND
BUILD A RESILIENT WORKFORCE!**

AN ICSEW EVENT

Featuring international speaker
and Courage Coach,
Kathy Bote'

**July 20,
2010**

**No time?
Can't spare a
whole day?
Come for a half.
You'll still learn
valuable tools
that will make a
difference for
you and your
staff!**

- Understand change dynamics and move your staff forward faster despite unwanted changes
- Effectively deal with resistance, conflicts, and nonperformance issues
- Get buy-in and build a change-resilient team
- Successfully motivate and coach your staff even you are unsure as to the future
- Reduce the time spent on negativity, poor performance, and resistance
- Improve communication and gain cooperation
- Motivate your team to peak performance, reduce your stress, and increase success!

Laugh and learn with Kathy in an informal and energetic program with real-world solutions. Kathy has spent 20 years empowering people to become their own heroes! Bring Kathy to your site for customized programs.
www.CourageSpeaks.com
(425) 432-9345

Place: Labor and Industries 315 5th Ave
Seattle, WA

Time: 9 AM-4PM Can't invest a whole day?
Come anyway! Stay as long as you can and get a comprehensive guide and time-saving resources

Investment: Only \$97 if register before seminar date
Walk-in's welcome

**Join us for an exciting day! Learn amazing tools
successfully used by leaders in all industries.
Register now! Space is limited!**

"Since working with you, we had seen a noticeable change in customer service quality and teamwork."
Nancy Jeffery, RN, COHN-S/CM
Health Services Manager
Boeing Medical

Register Now! Here's How:

Online:

▶▶▶ <http://icsew.wa.gov/events/calendar/training.asp>

Or contact Gen O'Sullivan

(360) 725-9704 ICSEW@sao.wa.gov

▶▶▶ **Or contact Kathy Bote'**

(425) 432-9345 KathyBote@couragespeaks.com

Fee payable prior to program. Mail investment to
Courage Speaks PO Box 1509 Maple Valley, WA 98038
Federal. ID: 27-0223330

Cancellation Policy: For refund, cancel by July 16, 2010

Substitutions welcome or fee applied to future program

"I came in not knowing what to expect
and left mind-blown! I feel like the
power is mine and only mine.
You made me open my eyes!"

D. Shear
Office of Attorney General